The new protocol went to every ward on Tuesday. Here is who confirmed it.

A named record of who acknowledged it, who is pending, and when, on the phone the nurse already carries. The assessor gets a file, not a folder.

THE SITUATION

A six-clinic group revises its hand-hygiene protocol after an infection cluster. The memo goes on every noticeboard and into three group chats. Ten days later the assessor asks for evidence that every nurse and porter was informed. The clinical director has a photo of a noticeboard and nineteen ticks. The group employs 214 people.

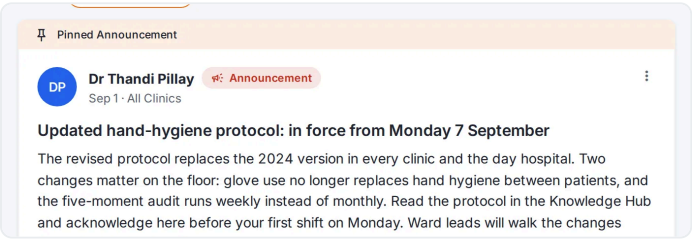
TODAY

- Noticeboard, three group chats, one memo.
- Nineteen ticks for 214 people.
- The assessor gets a photo.

WITH THE RECORD

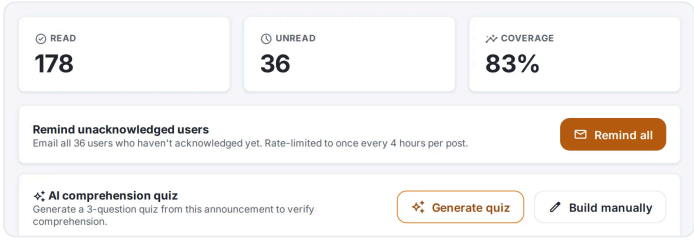
- One announcement, pinned in every clinic.
- 178 confirmed by name; 36 pending, reminded.
- The assessor gets the evidence pack.

HOW IT WORKS



1. One protocol, pinned in every clinic.

Published once, pinned above every feed, confirmed with one tap on the phone the nurse already carries. On HQ, an approval rule holds it until the clinical director has signed it off.



2. By ward, by name, with the time.

Nursing 84 of 96. Day Hospital 28 of 41. One reminder to the 36 still pending, at most once every four hours, so the people who did their part are left alone.

Screens show Harbourside Medical Group, a fictional organisation. Every name and figure is invented to show how the product behaves.

WHAT YOU MUST EVIDENCE

SOUTH AFRICA · NATIONAL HEALTH ACT NORMS AND STANDARDS

"clinical policies and guidelines for priority health conditions issued by the national department are available and communicated to health care personnel"

Regulation 7(2)(a), GN 67 of 2 February 2018

UNITED STATES · HIPAA PRIVACY RULE

"A covered entity must train all members of its workforce on the policies and procedures with respect to protected health information"

45 CFR 164.530(b)(1); documentation kept six years under 164.530(j)

UNITED STATES · THE JOINT COMMISSION

"Policies and procedures were not followed or adhered to"

a contributing factor in 9 to 15% of sentinel events by category; 1,575 events reported in 2024

Cited as what a provider must be able to show. Kayden Connect does not certify compliance with any of them.

Sources: https://cisp.cachefly.net/assets/articles/attachments/72969_41419_gon67.pdf · https://www.ecfr.gov/current/title-45/subtitle-A/subchapter-C/part-164/subpart-E/section-164.530 · https://digitalassets.jointcommission.org/api/public/content/eac7511986c0442a9c1ae04b1aa02cc0?v=ad34daa0

WHAT CHANGES

WHAT THE PRODUCT RECORDS	WHAT CHANGES	WHY IT MATTERS, PER THE SOURCE
Acknowledgement on the protocol, counted against active users	The question the assessor asks has a numeric answer the same day, by name	National Health Act reg. 7(2)(a): policies must be "available and communicated to health care personnel"
Required reading with due dates and an evidence pack	The audit file is produced in one click instead of assembled by hand from noticeboards and chats	HIPAA 45 CFR 164.530(b) and (j): train the workforce, document it, keep it six years
Completion by ward and site	The ward that has not confirmed is visible before the inspection, not during it	The Joint Commission 2024: policies not followed named in 9 to 15% of sentinel events
Anonymous on-shift pulse by site	Leadership hears what the Day Hospital said, not what the corridor said	WHO: communication breakdown among health workers is a human factor in patient harm

No figure in this table is a Kayden Connect result. We are in invitation-based early access and publish no customer results.

WHERE THIS USE CASE LANDS ON THE PLANS

CAPABILITY	SPARK	COMMAND	HQ
Acknowledgement on a post	Yes	Yes	Yes
Announcement post type, pinned	No	Yes	Yes
Required reading with due date	Yes	Yes	Yes
Coverage by department and site	No	Yes	Yes
Pulse surveys with anonymous mode	No	Yes	Yes
Approval before publishing	No	No	Yes
Evidence pack and audit log export	No	No	Yes
Analytics window	7 days	90 days	365 days

PRICES, USD, PER USER PER MONTH

$4
Spark · from 5 seats · monthly or annual (annual saves 20%)

$8
Command · from 10 seats · monthly or annual (annual saves 20%)

$15
HQ · from 25 seats · annual only, $180 per user per year

Storage 25 / 100 / 100 GB. AI allowance included on every plan, with top-up packs. Every limit is stated on kaydenconnect.com/pricing before you buy. Customer data is stored and processed in Google Cloud europe-west1 (Belgium); no SOC 2 or ISO 27001, not currently in scope.

WHAT IT DOES NOT DO

It does not verify comprehension.	An acknowledgement is a confirmation, not clinical competence.
It is not a clinical system.	No patient data, no EHR, no rostering.
It does not certify compliance.	It produces the record you evidence with.